



RETURNS FORM

We hope you love your order, but we get that sometimes it's not quite right. You've got 14 days from receiving your parcel to send back any unwanted items.

Please ensure items are in their original condition:

- With tags still attached (if applicable)
- Free of make-up / tan marks / perfume

HOW TO RETURN – EASY AS 1,2,3

1. Fill out your order number & the info below to let us know what you're returning
2. Repackage your parcel securely, being sure to cover up the original delivery address and to include this form
3. Send via a delivery service of your choice. Be sure to keep your proof of postage safe for peace of mind – Try snapping a photo so you've got a digital copy!

Whilst we strive to send you the best in style and fashion, we're here to make it right on the rare occasions that there are any issues with your order. If you've received a faulty or incorrect item, please contact us before returning. Email photos of the item to enquiry@lilylulufashion.com and we'll get back to you asap to help.

Name Date Order #

QTY	SKU	ITEM DESCRIPTION	SIZE	REASON CODE

Reason codes: 1. Fit - Too small 2. Fit - Too big 3. Looks different to site 4. Late arrival
5. Changed mind 6. Poor quality 7. Incorrect item 8. Faulty item

RETURNS FAQs

- *Can I exchange an item?*

Sorry no. Our items sell out very quickly, so if you'd like a different size or colour, please place a new order for your desired item. This will ensure you don't miss out and it will be with you sooner – bonus!

- *How long until I get my refund?*

We aim to process all refunds within 10 working days of receiving your parcel back. You'll receive an email to confirm once your refund has been issued.

More questions? Email enquiry@lilylulufashion.com

This does not affect your statutory rights.



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